Performance Measures for VISTA Projects

Ohio - AmeriCorps VISTA Supervisor Conference





- Use the chat feature on the right side of the screen to ask questions.
- If we are unable to get to your question, it will be posted with the answer in the forum section on the conference webpage.
- PowerPoint will be available on the session page 24 hours after the session is complete.

House Keeping



Robert Cox



Shannon Rolf



Presenters and Moderators

- Define performance measurement
- Identify performance measures regarding capacity building that are relevant to VISTA projects
- Relate the measures and data collection to VISTA activities and anti-poverty programming

Learning Objectives

- The purpose and nature of measuring performance
- VISTA Theory of Change
- Capacity-building measures in VISTA & CNCS
- Preview of Performance Measures in eGrants
- Q & A

Agenda

Accountability

- Focuses goals and outcomes of a project
- Reflects the progress or success of a project
- Lends data in telling a project's story
- Substantiates programmatic need

Why performance measures?



What is performance measurement?

Output

Amount of service provided through your planned intervention



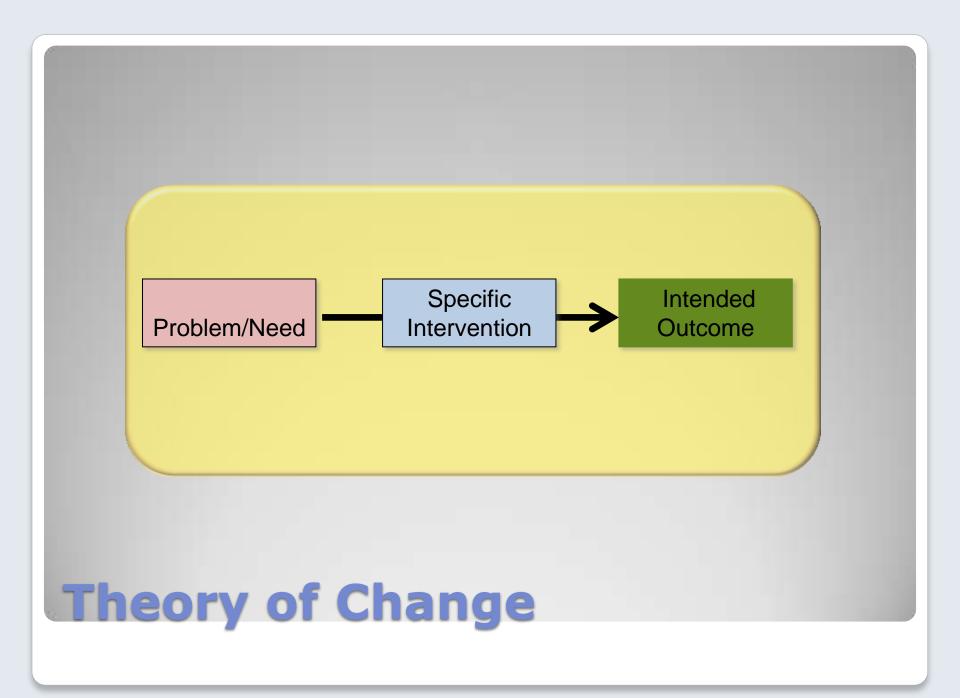
Performance measurement is a systematic process of tracking <u>outputs</u> and outcomes

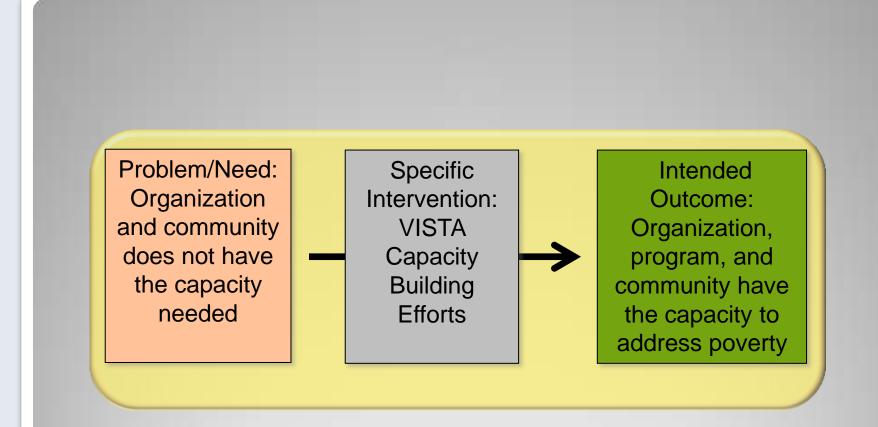
Outcome

- Reflect the changes or benefits that occur as the result of the intervention
- Can reflect changes in individuals, organizations, communities, or the environment
- Address changes in attitudes/beliefs, knowledge/skills, behavior, or conditions



Performance measurement is a systematic process of tracking outputs and <u>outcomes</u>





VISTA Theory of Change

"We need more ability to...

- serve more people
- serve new groups of people
- provide new or expanded types of services
- achieve better outcomes for beneficiaries
- provide improved outcomes for beneficiaries with the same level of resources
- improve or maintain consistent quality of services with fewer resources.
- generate additional resources or assets, such as funding, volunteers, in-kind support, and partnerships"

Problem/Need: Capacity

Examples

Technology – Building social media systems

Financial resources – Developing diversified funding stream

Volunteer resources – Develop volunteer training and manual

Community assessment – Identify what community resources are available to assist with the project

Outreach - Creating a marketing strategy for clients and volunteers

Material development – Curriculum development

Expand/strengthen partnerships – Identify organizations to supplement the programming

Intervention: VISTA Service Activities Build Capacity

- Scale/Reach
- Effectiveness
- Efficiency
- Leveraged Resources

Outcome: Improved Capacity

Capacity Outcomes:

Scale/Reach

Effectiveness

Efficiency

Leveraged Resources

[Capacity Building Performance Measures]

Anti-Poverty Outcomes:

People are employed

People live in safe, affordable housing

People have food security

People have access to health care

People have education needed to participate in society

[Focus Areas, Objectives, and Performance Measures]

Capacity...to impact people's lives

Economic Opportunity

- People are employed
- People live in safe, affordable housing
- People have financial knowledge

Education

• People have education needed to participate in society

Healthy Futures

- People have food security
- People have access to health care

Veterans & Military Families

Anti-Poverty Programming -> CNCS Focus Areas

- Capacity Building Measures
 - Choose which and how many of the measures to address
 - Capture the data on those measures and report to CNCS
- Align with Anti-Poverty Measures related to:
 - Education (School Readiness; K-12 Success; College Access)
 - Economic Opportunity (Housing; Financial Literacy; Employment)
 - Healthy Futures (Food Security, Access to Health Care)
 - Veterans & Military Families

Summary of Requirements for VISTA Measures

- Number of community volunteers recruited by CNCS-supported organizations or national service participants
- Number of community volunteers managed by CNCS-supported organizations or national service participants
- Number of organizations implementing three or more effective volunteer management practices as a result of capacity building services provided by CNCS-supported organizations or national service participants
- Number of organizations that received capacity building services from CNCS-supported organizations or national service participants
- Number of staff and community volunteers that received training (of one or more types) as a result of capacity building services provided by CNCS-supported organizations or national service participants
- Number of organizations that completed a community assessment identifying goals and recommendations with the assistance of CNCSsupported organizations or national service participants

VISTA Capacity Building Measures

(continued)

- Number of organizations reporting that capacity building activities provided by CNCS-supported organizations or national service participants have helped to make the organization more efficient.
- Number of organizations reporting that capacity building activities provided by CNCS-supported organizations or national service participants have helped to make the organization more effective.
- Number of new systems and business processes (technology, performance management, training, etc.) or enhancements to existing systems and business processes put in place as a result of capacity building services.

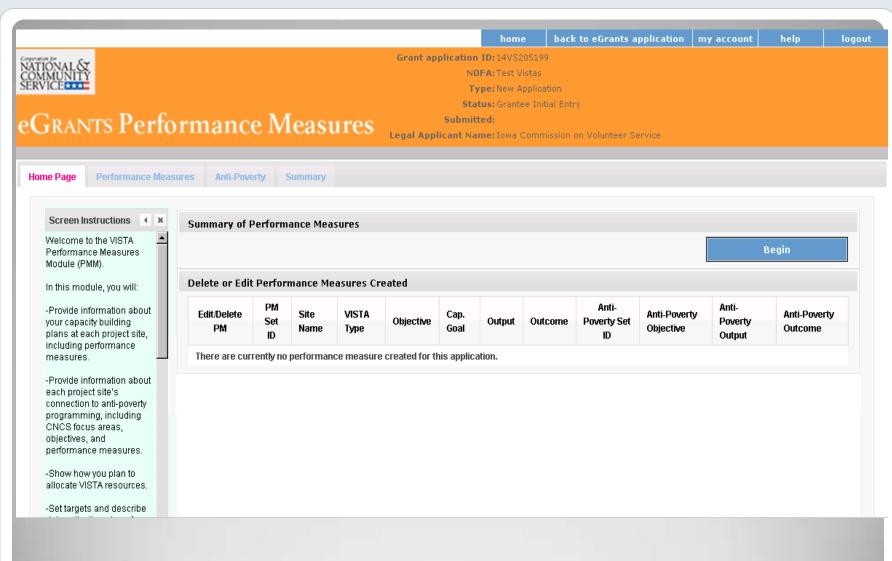
VISTA Capacity Building Measures

(continued)

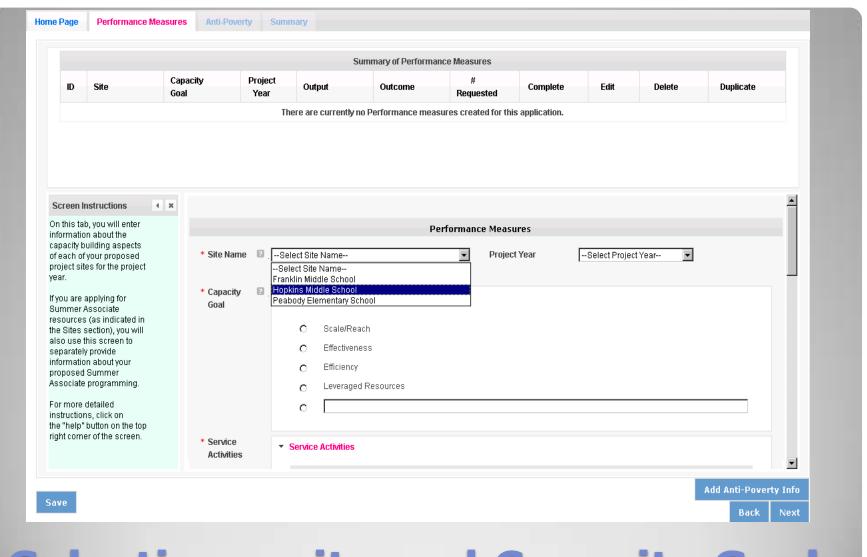
- Number of additional activities completed and/or program outputs produced by the program as a result of capacity building services provided by CNCS-supported organizations or national service participants in a) Disaster Services, b) Economic Opportunity, c) Education, d) Environmental Stewardship, e) Healthy Futures and/or f) Veterans and Military Families
- Number of organizations that have experienced an <u>increase in</u> <u>requests</u> for their programs and services as a result of capacity building services provided by CNCS-supported organizations or national service participants
- Number of additional types of services offered by organizations as a result of capacity building services provided by CNCS-supported organizations or national service participants in a) Disaster Services, b) Economic Opportunity, c) Education, d) Environmental Stewardship, e) Healthy Futures and/or f) Veterans and Military Families
- Dollar value of <u>cash</u> resources leveraged by CNCS-supported organizations or national service participants
- Dollar value of <u>in-kind resources</u> leveraged by CNCS-supported organizations or national service participants

VISTA Capacity Building Measures

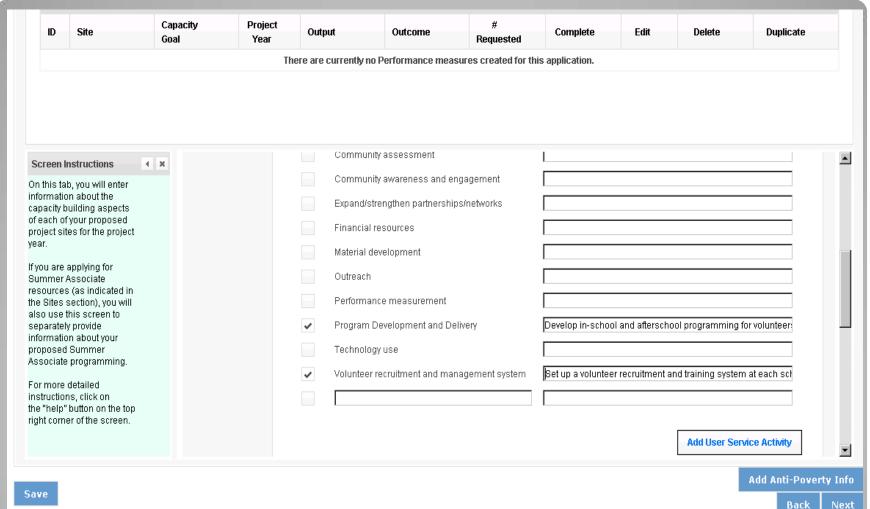
Performance Measures in the VISTA **Application** Preview of the eGrants



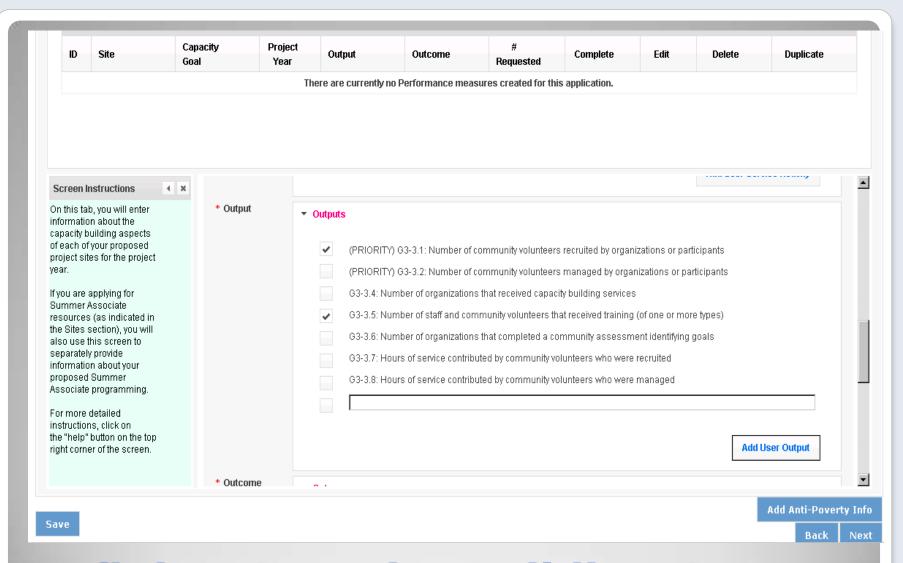
Performance Measure Homepage



Selecting a site and Capacity Goal



Selecting VISTA Service Activities



Defining Capacity Building Outputs



Projects report on Goal 3

Projects align with Goal 1

Increase the impact of national se

community needs in communities

CNCS-supported programs.

FY 2013 VISTA Program

Guidance (PDF)

Resources

Guidance

Capacity Building & Leverage

Maximize the value we add to gra Outputs partners and participants.

- ▼ G3-3.1. Number of community volunteers recruited by CNCS-supported organizations or National Service Participants.
- ▼ G3-3.2. Number of community volunteers managed by CNCS-supported organizations or National Service Participants.
- G3-3.4. Number of organizations that received capacity building services from CNCS-supported organizations or national service participants.
- G3-3.5. Number of staff and community volunteers that received training (of one or more types) as a result of capacity building services from CNCS-supported organizations or national service participants.
- G3-3.6. Number of organizations that completed a community assessment identifying goals and recommendations with the assistance of CNCS-supported organizations or national service
- G3-3.7. Hours of service contributed by community volunteers who were recruited by CNCS-supported organizations or national service

Outcomes

- G3-3.3. Number of organizations implementing three or more effective volunteer management practices as a result of capacity building services provided by CNCS-supported organizations or national service participants.
- G3-3.9. Number of organizations reporting that capacity building services provided by CNCSsupported organizations or national service participants have helped to make the organization more efficient.
- G3-3.10. Number organizations reporting that capacity building services provided by CNCSsupported organizations or national service participants have helped to make the organization more effective.
- G3-3.11. Number of new systems and business processes (technology, performance management, training, etc.) or enhancements to existing systems and business processes put in place as a result of capacity building services.
- G3-3.13. Number of additional. activities completed and/or program outputs produced by the program as

Outcomes

- G3-3.14. Number or organizations that have experienced an increase in requests for their programs and services as a results of capacity building services provided by CNCSsupported organizations or national service participants.
- G3-3.15. Number of additional types of services offered by organizations as a results of capacity building services provided by CNCSsupported organizations or national service participants in the focus
- G3-3.16. Dollar value of cash. resources leveraged by CNCSsupported organizations or national service participants.
- G3-3.17. Dollar value of in-kind resources leveraged by CNCSsupported organizations or national service participants.
- G3-3.18, Number of new beneficiaries that received services as a result of capacity building efforts in a) Disaster Services, b) Economic Opportunity, c) Education, d) Environmental Stewardship, e) Healthy Futures and/or f) Veterans and Military Families.

AmeriCorps VISTA Performance Measures webpage:

https://www.nationalserviceresources.gov/npm/vista

Performance Measure G3-3.1

Number of community volunteers recruited by CNCS-supported organizations or national service participants. Goal 3: Capacity Building and Leverage

Definition of Key Terms

Community volunteers: Citizens or residents in the community who are recruited and/or managed by the CNCS-supported organization or assigned national service participant(s) to offer time, knowledge, skills, and expertise for free to support the CNCS-supported program or organization. Community volunteers differ from national service participants in that they are under no formal obligation to provide a specified amount of assistance (e.g., as measured by service hours), and said volunteers are not enrolled in a national service program. Also referred to as "leveraged volunteers."

Recruited: Enlisted or enrolled as a direct result of an intentional effort to do so.

How to Calculate/ Measure/ Collect Data

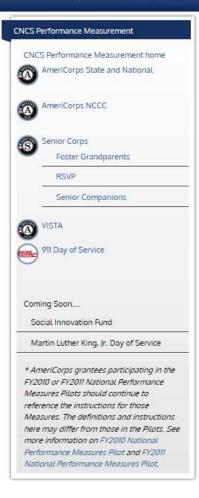
Only count community volunteers that were specifically recruited by the CNCSsupported organization or the national service participant engaged in the capacity building activity for the intended purpose of supporting or enhancing the program delivery model may be counted. At the outset of the activity, the applicant/grantee should indicate a minimum number of days or hours, or other units of service, that must be performed by the individual in order for him or her

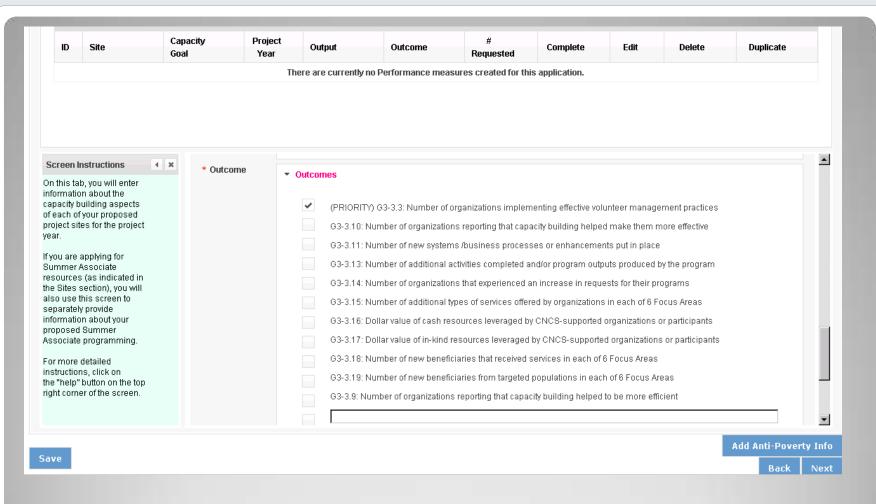
to be counted as a recruited volunteer.

The organization must use some form of volunteer management system, having processes or capabilities that allow them to track information about individual volunteers such as but not limited to: the volunteer's name, relevant demographic information including location of residence, method of recruitment, participation in orientation and/or training activities, planned and actual role, assignment(s) or activities, start and end dates of service, and hours served related to the program that the capacity building activities were intended to support or enhance.

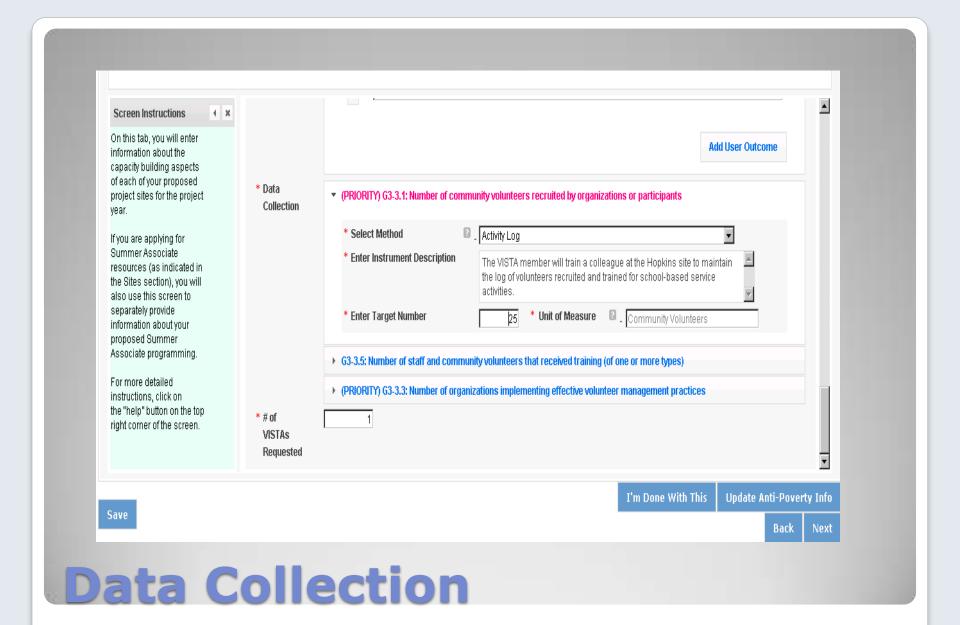
The total number of volunteers recruited (G3-3.1) and managed (G3-3.2) should be an unduplicated count of community volunteers engaged by the CNCSsupported organization or the national service participant during the program year. Applicants/grantees should control for double counting or select the measure that best fits your program model.

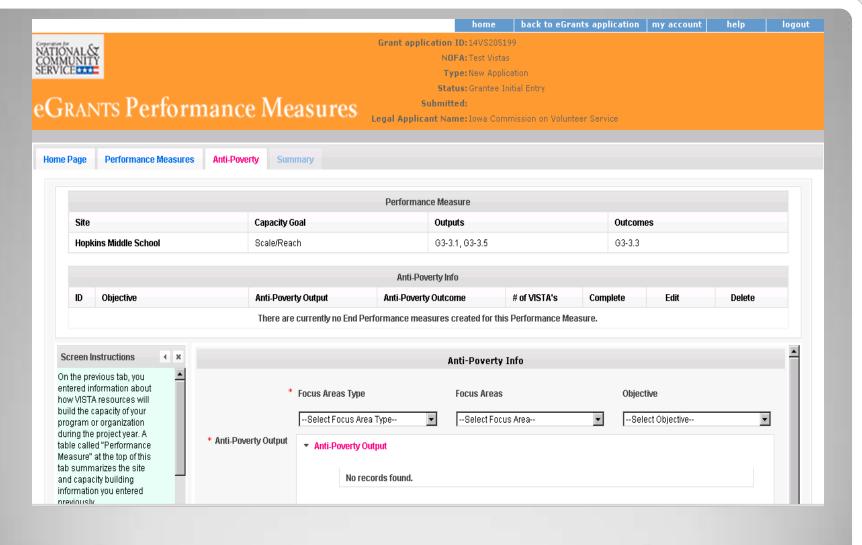
Report a separate count of community volunteers recruited for each of the six Focus Areas.





Defining Capacity Building Outcomes





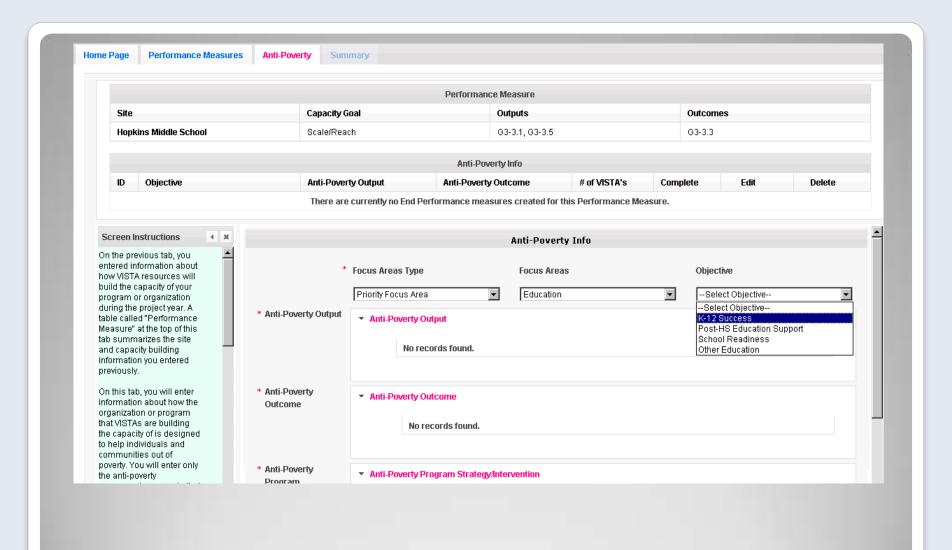
Anti-Poverty Programming

Who are you trying to help with your programming? (Target Population)

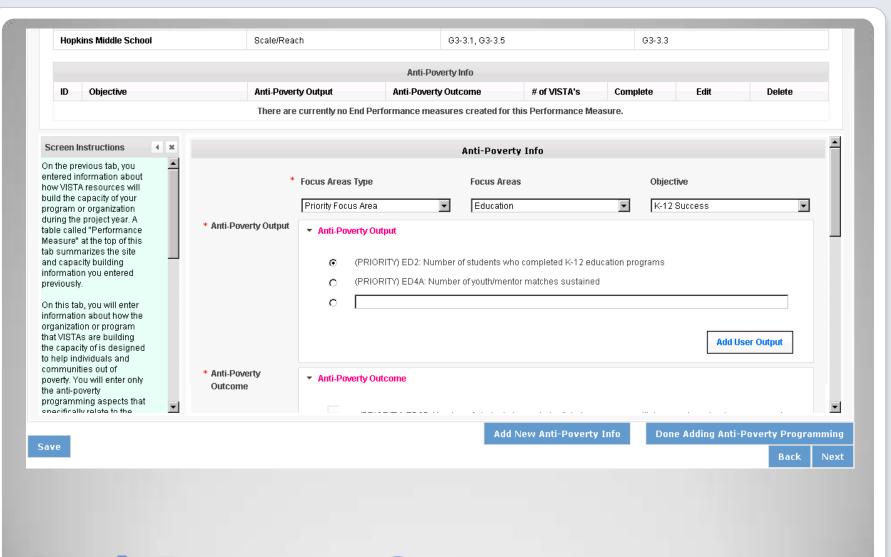
What measurable changes in the lives of individuals and communities in poverty are you hoping to achieve with your programming? (Anti-Poverty Outputs and Outcomes)

What is your approach to achieving those changes? (Program Strategy/Intervention)

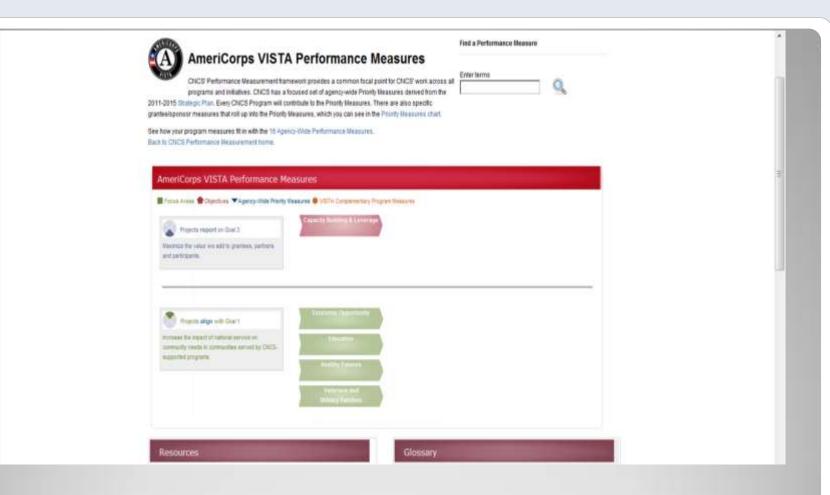
Anti-Poverty Programming



Focus Area, Objective

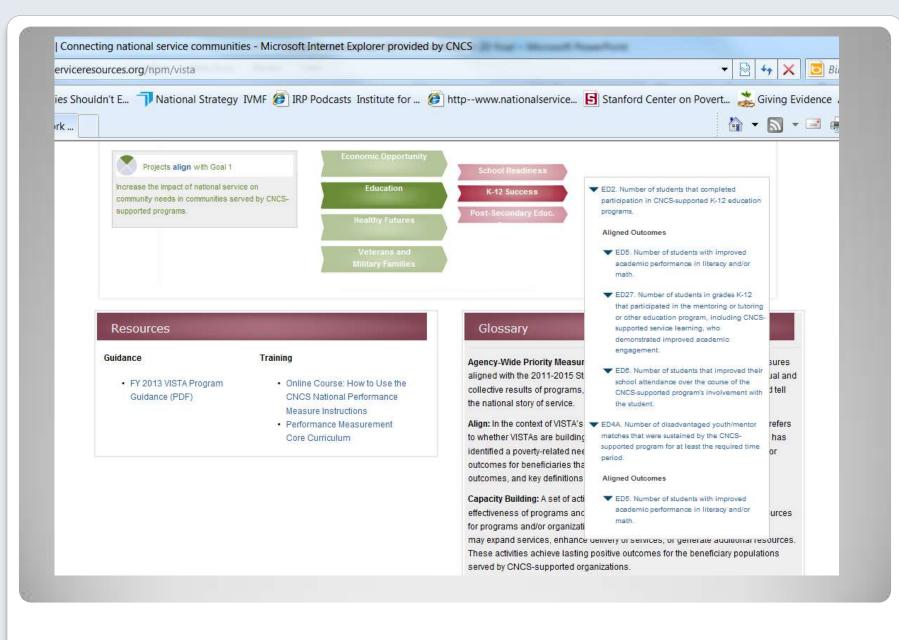


Anti-Poverty Outputs



AmeriCorps VISTA Performance Measures webpage:

https://www.nationalserviceresources.gov/npm/vista



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ABOUT THE KNOWLEDGE NETWORK

KNOWLEDGE NETWORKS

CREAT

Performance Measure ED2

Number of students that completed participation in CNCS-supported K-12 education programs.

Goal 1: Education: K-12 Success

Definition of Key Terms

Students: Students enrolled in grades K-12 in schools with a majority of economically disadvantaged students and/or a majority of children with special or exceptional needs. For Senior Corps FGP and RSVP ONLY: Students enrolled in grades K-12 who are economically disadvantaged and/or have special or exceptional needs.

Economically disadvantaged: Eligible for free (at or below 130% of poverty) or reduced (between 130% to 185% of poverty) lunch; may or may not actually be accessing free/reduced lunch. See the National School Lunch Program website.

Special or exceptional needs: Children who are developmentally disabled, such as those who are autistic, have cerebral palsy or epilepsy, are visually impaired, speech impaired, hearing impaired, orthopedically impaired, are emotionally disturbed or have a language disorder, specific learning disability, have multiple disabilities, other significant health impairment or have literacy needs. Children who are abused or neglected; in need of foster care; adjudicated youth; homeless youth; teenage parents; and children in need of protective intervention in their homes.

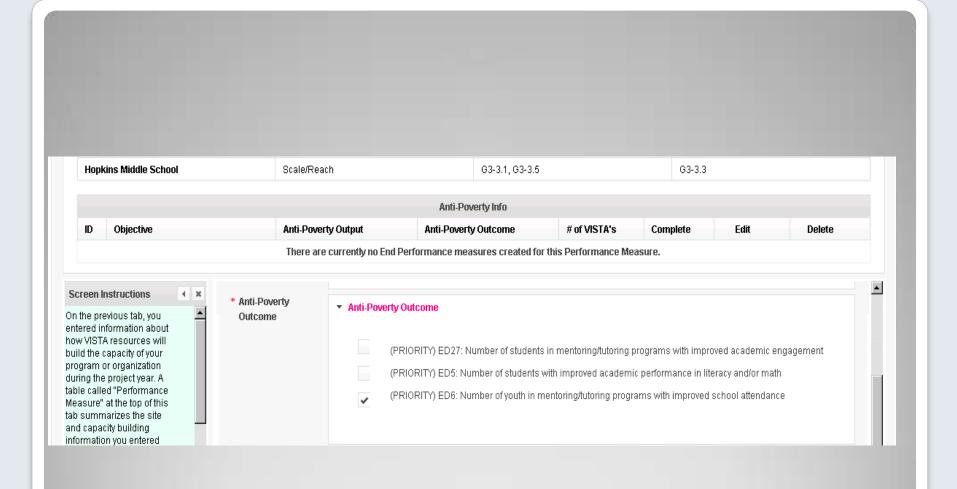
Completed participation: At the outset of the activity, the program should indicate how much time (i.e. how many days or hours) is required in order to complete the activity. Then they will only count the number of students who meet that threshold by the end of the program or activity. This number will be used as the denominator for selected measures and therefore the amount of participation should be enough to influence the results.

Education program: A program in which CNCS-supported activities help students maintain enrollment in and succeed in school (except mentoring programs). The help that grantees provide does not need to be in direct service to the students. However, the CNCS -supported activities must provide direct support that makes the program possible.

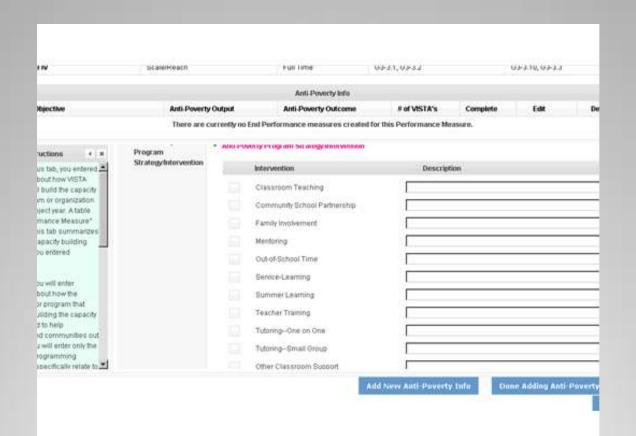
How to Calculate/ Measure/ Collect Data

Count of students who complete participation in the activity as indicated by above definition.

Grantees must demonstrate that the sites/schools they will engage already have a student population in which the largest percentage of students in the school come from economically disadvantaged backgrounds and/or have special or exceptional needs, or explain an outreach strategy to increase the proportions of economically disadvantaged students and/or students with special or exceptional needs in the program. For Senior Corps FGP and RSVP ONLY Grantees must demonstrate that the students in the program come



Anti-Poverty Outcomes



Anti-Poverty Program Strategy/Intervention

- Capacity Building Measures
 - Sponsors choose which and how many of the measures to address
 - Capture the data on those measures and report to CNCS
- Align with Anti-Poverty Measures related to:
 - Education , Economic Opportunity, Healthy Futures, Veterans & Military Families
 - Reporting is optional

Summary of VISTA Requirements

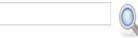


Resources



- AmeriCorps VISTA Website
- AmeriCorps VISTA Application Information
- AmeriCorps VISTA PM Website
- Contact the CNCS office in your state





search tips | help

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ABOUT THE KNOWLEDGE NETWORK

KNOWLEDGE NETWORKS

CREATE ACCOUNT | LOGIN

Performance Measurement Core Curriculum

The following material has been developed to help grantees, sub-grantees and sponsors understand the CNCS performance measures. Except where noted otherwise, this material can be used with sub-grantees, grantees and sponsors of AmeriCorps State and National, Senior Corps, and AmeriCorps VISTA.

You are encouraged to use this material to improve your understanding of key performance measurement concepts including:

- · Performance Measurement Basics
- Theory of Change
- Evidence
- · Quality Performance Measures
- · Data Collection and Instruments

If you are a trainer, the slides and skill building activities can be used "as is" or adapted for use with your own training audiences.

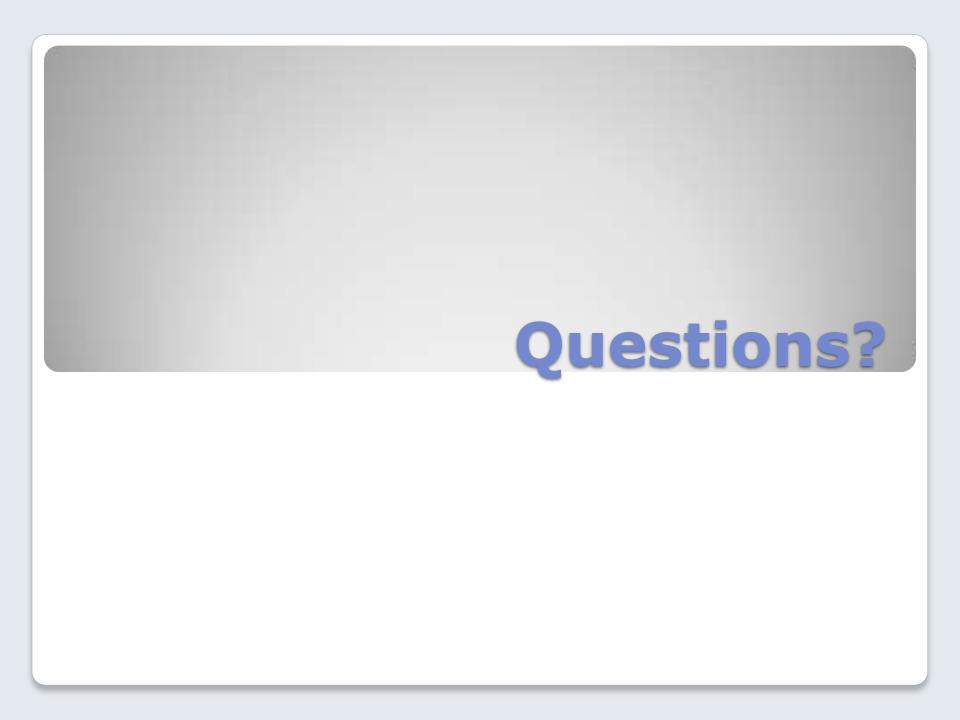
Performance Measurement Instructions

 Self-paced Tutorial: How to Use the CNCS National Performance Measure Instructions (Access this course in the Online Learning Center directly)





Questions and Answers – Use Chat Feature on Right Side of Screen



- All session content will be available on the VISTA campus page after the conference.
- Additional Questions can be posed on the forums on the conference page. Check back often for responses.
- Thank you for participating in the first annual VISTA Supervisor Conference

Reminders